



# **Avaya one-X™ Deskphone Value Edition SIP for 1603SW-I IP Deskphone User Guide**

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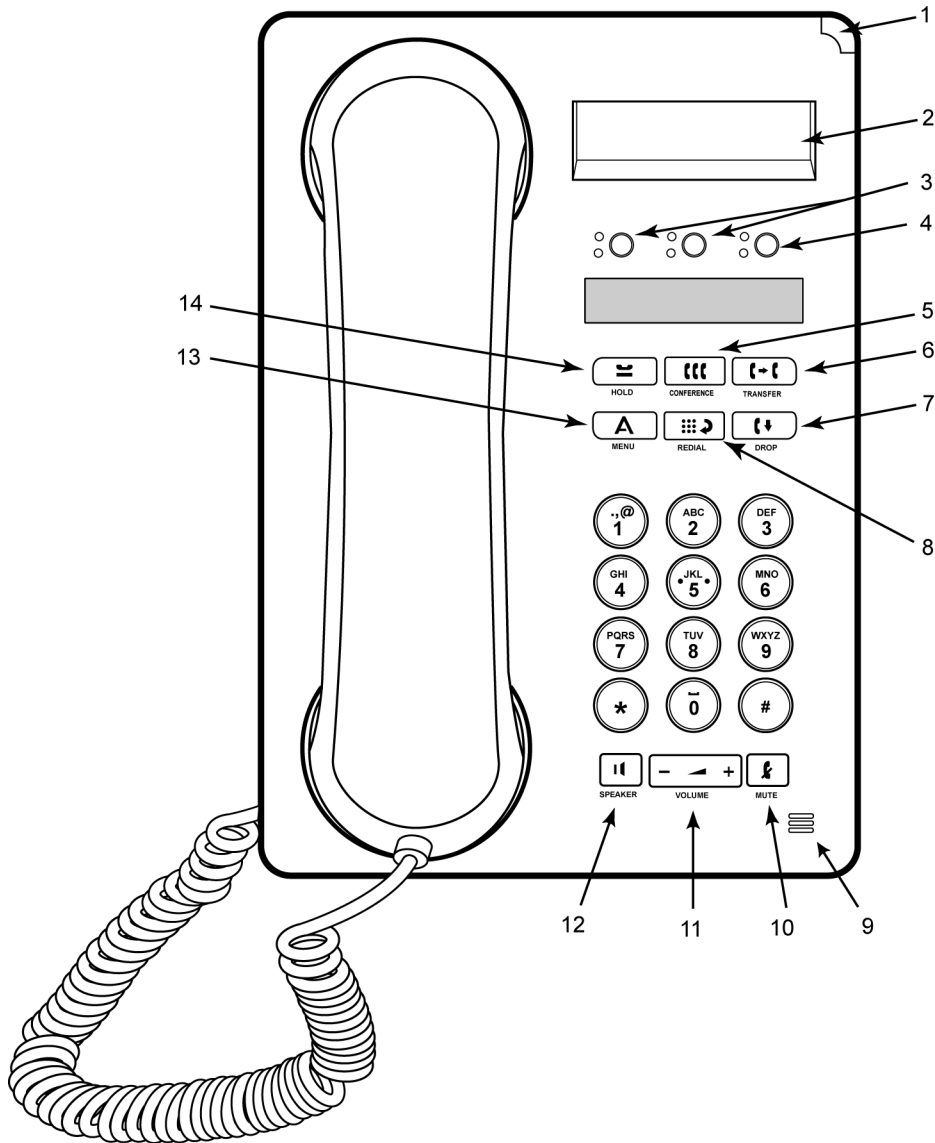


# Chapter 1: Introduction to the 1603SW-I SIP Telephone

The 1603SW-I telephone is a multiline SIP telephone for use by enterprises with Avaya Aura™ Communication Manager and Avaya Aura™ Session Manager call processing systems or enterprises with Avaya Aura™ Midsize Business Template call processing system. The 1603SW-I SIP telephone puts convenient features and capabilities at your fingertips, including a Conference, Transfer, Hold, and Redial button and a menu of options and settings to customize your phone.

Not all features described in this user guide may be available on your telephone. If you find that a feature is not available, contact your system administrator.

## Overview of phone buttons and features



No.	Name	Description
1	Message waiting indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
2	Phone display	There are two lines in the phone display. The phone display presents calling or called party identification, user options, and other information relevant to using the phone.



No.	Name	Description
3	Call appearance buttons	There are 3 buttons that can be programmed by the system administrator as call appearance buttons. The right-most call appearance button can be programmed as a call appearance button or a feature button. See Call appearance/feature button below for more information. Press a call appearance button to make or answer a call or resume a call on hold. For information about the call appearance LEDs, see <a href="#">LEDs</a> on page 10.
4	Call appearance/feature button	The right-most call appearance button can be programmed by the system administrator as a feature button. The feature button can be programmed as an auto-dial button and be administered to dial voicemail access, speed dial, or a Feature Access Code. For more information about the feature button, see <a href="#">Advanced telephone features</a> on page 23.
5	Conference	Press the <b>Conference</b> button to add another party to an existing call.
6	Transfer	Press the <b>Transfer</b> button to transfer a call to another number.
7	Drop	Press the <b>Drop</b> button to drop the active call. While on a conference call, press the <b>Drop</b> button to drop the last person added to the conference call.
8	Redial	Press the <b>Redial</b> button to dial the last number you dialed.
9	Microphone	The omnidirectional microphone sends and receives signals from all directions.
10	Mute	Press the <b>Mute</b> button to mute the microphone in the handset or speakerphone. To take the microphone off mute, press the <b>Mute</b> button again.
11	Volume	Press <b>+</b> or <b>-</b> on the <b>Volume</b> button while active on the handset or speaker to adjust the volume. To adjust the volume of the ringer, press <b>+</b> or <b>-</b> on the <b>Volume</b> button while the handset and speaker are inactive.
12	Speaker	Press the <b>Speaker</b> button to use the speakerphone.
13	Avaya menu	Press the <b>A</b> button to access the Avaya menu. Press the <b>A</b> button twice to exit the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, select the display language, view network information, and log out.
14	Hold	Press the <b>Hold</b> button to put the active call on hold.

---

## LEDs

Each call appearance button has two LEDs, one green and one red, to indicate the status of the call appearance. The status is identified by whether the LED is on, off, or blinking as described in the following table.







**Table 1: Call appearance button LEDs**

LED	Description
Steady green and steady red	Call appearance is active.
Slow blinking green and steady red	Call appearance is ringing.
Fast blinking green	Call appearance is on hold.
Very fast blinking green	Call is being transferred or conferenced.
Steady red	Call appearance is selected and will be used when you go off-hook.
Off	Call appearance is available.

---

## Icons in the telephone display

Icons are provided in the phone display to indicate the state of a call and navigation choices. The icons that appear in the phone display are described in the following table.

Icon	Description
	Incoming call is ringing.
	Call is active.
	Call is on hold.
	Call is on soft hold (when using Conference or Transfer feature).
	Conference is active.
	Conference is on hold.

---

## Paper labels

Next to each call appearance button and the feature button is a paper label. The label identifies the call appearance number or the feature that has been programmed on the button by your system administrator. You can remove the labels if you want to change a label or write on a blank one. Printed labels are also available for your telephone. See your system administrator for more information.



# Chapter 2: Logging in to and out of your telephone

Logging in and out maintains your personal options if you share a telephone with other users, or if you want to use the same extension from another phone. Logging out also prevents unauthorized use of your telephone during an absence.

---

## Logging in to your telephone

Log in from the initial screen that prompts you for your extension.

- 
1. Enter your extension.
  2. Press # to select **OK**.
  3. Enter the password your system administrator has assigned to you.
  4. Press # to select **OK**.
- 

---

## Logging out of your telephone

- 
1. Press the **A** button.
  2. Press # to scroll to **Log Out**.

 **Note:**

Log Out is not available if you are on a call.

3. Press \* to select **Log Out**.
  4. Press \* again to confirm.
-

Logging in to and out of your telephone

# Chapter 3: Making calls

Use the procedures in this chapter to make calls from your telephone.

---

## Making a call

If you are not on a call, simply dial the number you want to call.

- 
1. Do one of the following:
    - Lift the handset.
    - Press the **Speaker** button.
    - Press an available call appearance button.
  2. Dial the number you want to call.
- 

---

## Redialing a number

---

Press the **Redial** button to call the last number dialed.

---





# Chapter 4: Handling calls

Use the procedures in this chapter to handle calls from your telephone. This includes procedures such as answering a call, muting a call, and transferring a call.

---

## Answering a call

When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

- If you are not on another call, do one of the following:
  - Lift the handset.
  - Press the call appearance button whose green LED flashes for the incoming call.
  - Press the **Speaker** button to answer using the speakerphone.
- If you are on another call, press the call appearance button whose green LED flashes for the incoming call.

---

## Muting a call

If a call is on mute and you switch between the handset or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

- 
1. Press the **Mute** button during a call so that the other person cannot hear you.
  2. Press the **Mute** button again to unmute the call.
-

---

## Putting a call on hold

- 
1. Press the **Hold** button to put your active call on hold.  
The fast blinking green LED next to the call appearance button indicates the call is on hold.
  2. To resume the call, press the call appearance button for the call on hold.
- 

---

## Transferring a call

- 
1. If the call you want to transfer is not your active call, press the call appearance button for the call you want to transfer.
  2. Press the **Transfer** button.  
The very fast blinking green LED next to the call appearance button indicates the call is being transferred.
  3. Dial the telephone number.
  4. Press the **Transfer** button again or hang up to complete the transfer.
-

# Chapter 5: Conference calls

You can use conference calls to speak with up to two people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

---

## Making a conference call

- 
1. While active on a call, press the **Conference** button.  
The very fast blinking green LED next to the call appearance button indicates the call is being conferenced.
  2. Dial the telephone number.
  3. Press the **Conference** button to add the person to the existing call.
- 

---

## Adding a person on hold to a conference call

- 
1. While active on a call, press the **Conference** button.  
You hear a dial tone.
  2. Press the call appearance button of the call on hold.
  3. Press the **Conference** button again to add the person to the conference call.
- 

---

## Putting a conference call on hold

When you put a conference call on hold, the other parties cannot talk to each other.

- 
1. Press the **Hold** button during a conference call.  
The blinking green LED next to the call appearance button indicates the conference is on hold.
  2. Press the call appearance button to resume the conference call.
- 

---

## Dropping the last person added from a conference call

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While active on a conference call, press the **Drop** button.

---

# Chapter 6: Getting your messages

The red light on the upper right-hand corner of your telephone is illuminated when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

---

## Logging into your voice mail

- 
1. To log in to your voice mail, follow the instructions provided by your system administrator.
  2. Follow the voice prompts from your voice mail system.
-



# Chapter 7: Advanced telephone features

Avaya call management systems provide many advanced telephone features. The feature button on your telephone can be programmed as an auto-dial button and be administered to dial voicemail access, speed dial, or a Feature Access Code.

The feature button label identifies the feature that has been assigned for your telephone. For more information about the feature administered for your telephone, and for other features that are available for your extension, contact your system administrator.





# Chapter 8: Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, select the display language, view network settings, and log out. To access the Avaya Menu, press the **A** button. To exit the Avaya Menu, press the **A** button twice.

The Avaya Menu has five sub-menus:

<b>Screen</b>	Lets you adjust the display brightness and contrast and turn visual alerting on and off.
<b>Sounds</b>	Lets you select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
<b>Advanced</b>	Lets you select the display language and set automatic gain control on the handset and speaker.
<b>Network Information</b>	Shows a summary of network-related parameters for your phone, such as IP parameters and Quality of Service.
<b>Log Out</b>	Lets you log out of your telephone to prevent unauthorized use during your absence.

 **Note:**

The sub-menus that appear depend on how your extension was administered. Some sub-menus may not be available.

---

## Adjusting the brightness or contrast of the display

- 
1. Press the **A** button.
  2. Press **#** to continue.
  3. Press **\*** to select Screen.
  4. Press **#** to scroll to Bright or Contrast.
  5. Press **-** or **+** on the volume button to adjust the brightness or contrast.
-

---

## Changing the ring pattern

- 
1. Press the **A** button.
  2. Press **#** to scroll to Sounds.
  3. Press **\*** to select Sounds.
  4. Press **-** or **+** on the volume button to select a ring type.  
You hear each ring type when you select them.
- 

---

## Turning button click sounds on and off

- 
1. Press the **A** button.
  2. Press **#** to scroll to Sounds.
  3. Press **\*** to select Sounds.
  4. Press **#** to select Next.
  5. Press **-** or **+** on the volume button to turn button click sounds on and off.
- 

---

## Turning error tones on or off

- 
1. Press the **A** button.
  2. Press **#** to scroll to Sounds.
  3. Press **\*** to select Sounds.
  4. Press **#** to scroll to Error Tones.
  5. Press **-** or **+** on the volume button to turn error tones on or off.
-

---

## Turning visual alerting on or off

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

- 
1. Press the **A** button.
  2. Press **#** to continue.
  3. Press **\*** to select Screen.
  4. Press **#** to scroll to Visual Alert.
  5. Press **-** or **+** on the volume button to turn visual alerting on or off.
- 

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## Setting automatic gain control

Automatic gain control helps to maintain a constant audio level by automatically increasing or decreasing the gain depending upon the signal level. For high level signals, the gain is reduced and for low level signals, the gain is increased.

- 
1. Press the **A** button.
  2. Press **#** to scroll to Advanced.
  3. Press **\*** to select Advanced.
  4. Press **#** to select AGCHandset or AGCSpeaker.
  5. Press **-** or **+** on the volume button to turn automatic gain control on or off.
- 

---

## Changing the language

- 
1. Press the **A** button.
  2. Press **#** to scroll to Advanced.

3. Press \* to select Advanced.
4. Press # to scroll to Language.
5. Press \* to select Language.
6. Press # to scroll to the desired language.



Other languages may be available. Contact your system administrator.

7. Press \* to save your selection.
  8. Press + to confirm or - to cancel.
- 

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## Viewing network information

- 
1. Press the **A** button.
  2. Press # to scroll to Network Info.
  3. Press \* to select Network Info.
  4. Press # to scroll to Audio Info, IP Info, QOS, Interfaces, or Miscellaneous.
  5. Press \* to view information for the item you selected.
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